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DuB 3-31-04  
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Practitioner's Docket No. 1264

REPLY UNDER 37 CFR 1.114  
EXPEDITED PROCEDURE  
TECHNOLOGY CENTER 2100

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**OFFICIAL**

In re application of: Bryce A. Jones

Application No.: 09/477,991

Group No.: 2157

Filed: January 5, 2000

Examiner: B. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A  
WEB CALL CENTER

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Response to Office Action filed along  
with Request for Continuing Examination (RCE)

Introductory Comments

In response to the final Office Action dated February 12, 2004, please enter the following amendments and consider the following remarks. The entire claim set of the application is included.